

## Exhibit 300 (BY2010)

### PART ONE

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#### OVERVIEW

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1. Date of Submission:  
2009-04-10

2. Agency:  
015

3. Bureau:  
45

4. Name of this Capital Asset:  
Reporting Compliance Case Management System (RCCMS)

5. Unique Project Identifier:  
015-45-01-14-01-2556-00

6. What kind of investment will this be in FY2010?  
Mixed Life Cycle

7. What was the first budget year this investment was submitted to OMB?  
FY2010

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap.

Reporting Compliance Case Management System (RCCMS) is a new Major investment that will consolidate the existing Tax Exempt/Government Entities (TE/GE) Reporting and Electronic Examination System (TREES) (015-45-01-14-02-2226-00) and TE/GE Electronic Case Compliance System (TECCS) (015-45-01-12-02-2519-00) non-major investments. RCCMS will enhance case management functionality and reporting and consolidate source code and data models to support multiple exam activities across IRS. RCCMS will consist of three releases. RCCMS will provide examination capabilities to enhance management information system reporting, issue management, case histories, technical time capture, case delegations, and quality reviews; expand the RC Domain case management common functionality to include tax calculators, tax computation methods, business rules repository, case building, case time collection, and case reporting; provide a common development environment and reduce common environment costs across the RC Domain; and reduce the reporting requirements due to multiple systems. RCCMS will provide IRS RC Domain employees with electronic access to case management data to enhance examination management and performance.

9. Did the Agency's Executive/Investment Committee approve this request?  
yes

9.a. If "yes," what was the date of this approval?  
2008-08-07

10. Did the Program/Project Manager review this Exhibit?  
yes

11. Program/Project Manager Name:  
Barth, Kevin  
Program/Project Manager Phone:  
(972) 308-1460  
Program/Project Manager Email:  
Kevin.W.Barth@irs.gov

11.a. What is the current FAC-P/PM certification level of the project/program manager?  
New Program Manager

11.b. When was the Program/Project Manager Assigned?  
2008-04-16

11.c. What date did the Program/Project Manager receive the FACP/PM certification? If the certification has not been issued, what is the anticipated date for certification?  
2009-04-16

12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project.

no

12.a. Will this investment include electronic assets (including computers)?

yes

12.b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)

no

13. Does this investment directly support one of the PMA initiatives?

yes

If yes, select the initiatives that apply:

Expanded E-Government

13.a. Briefly and specifically describe how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?)

RCCMS will increase the amount of electronic data that is accessible to employees and enhance management information reporting, trend analysis and compliance decision making. The consolidation of disparate compliance solutions across the Reporting Compliance Domain will increase the value to government through internal automation and the reduction of overall development and maintenance costs.

14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)?

no

15. Is this investment for information technology?

yes

16. What is the level of the IT Project (per CIO Council's PM Guidance)?

Level 2

17. What project management qualifications does the Project Manager have? (per CIO Council's PM Guidance)

(2) Project manager qualification is under review for this investment

18. Is this investment identified as high risk on the Q4 - FY 2008 agency high risk report (per OMB memorandum M-05-23)?

no

19. Is this a financial management system?

no

20. What is the percentage breakout for the total FY2010 funding request for the following? (This should total 100%)

Area	Percentage
Hardware	0
Software	2
Services	90
Other	7

21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities?

no

22. Contact information of individual responsible for privacy related questions.

Name

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Phone Number

(949) 244-1357

Title

TREES EP Analyst

Email

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23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?

no

24. Does this investment directly support one of the GAO High Risk Areas?  
no

#### SUMMARY OF SPEND

1. Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated Government FTE Cost, and should be excluded from the amounts shown for Planning, Full Acquisition, and Operation/Maintenance. The total estimated annual cost of the investment is the sum of costs for Planning, Full Acquisition, and Operation/Maintenance. For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

All amounts represent Budget Authority

Note: For the cross-agency investments, this table should include all funding (both managing partner and partner agencies).

Government FTE Costs should not be included as part of the TOTAL represented.

Cost Type	Py-1 & Earlier -2007	PY 2008	CY 2009	BY 2010
Planning Budgetary Resources	0.000	0.000	0.000	0.000
Acquisition Budgetary Resources	0.000	0.000	0.000	0.000
Maintenance Budgetary Resources	0.000	0.000	2.548	2.344
Government FTE Cost	0.000	0.000	1.445	1.686
# of FTEs	0	0	12	13

Note: For the cross-agency investments, this table should include all funding (both managing partner and partner agencies).

Government FTE Costs should not be included as part of the TOTAL represented.

2. Will this project require the agency to hire additional FTE's?  
yes

2.a. If "yes," how many and in what year?

In fiscal year 2009, the program proposes to convert contractors to federal staff to support Operations and Maintenance (O&M) activities for FY2009 and beyond. These additional FTEs will reduce the reliance on contractors and reduce overall system operation costs.

3. If the summary of spending has changed from the FY2009 President's budget request, briefly explain those changes.

FY2010 is the first year that RCCMS will be reported as merged investment. However, TREES (015-45-01-14-02-2226-00) and TECCS (015-45-01-12-02-2519-00) non-major investments were reported exclusively in the FY2009 budget request. This Summary of Spending incorporates the non-major budgets and additional funding allocated to the Compliance Case Management System (CCMS) investment proposal. Summary of Spending has changed based on the contractor to federal staff changes that were completed in January 2009. Contractor labor funding has been re-allocated to government FTE accommodate the new government FTE.

#### PERFORMANCE

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures (indicators) must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative measure.

Agencies must use the following table to report performance goals and measures for the major investment and use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Map all Measurement Indicators to the corresponding Measurement Area and Measurement Grouping identified in the PRM. There should be at least one Measurement Indicator for each of the four different Measurement Areas (for each fiscal year). The PRM is available at [www.egov.gov](http://www.egov.gov). The table can be extended to include performance measures for years beyond the next President's Budget.

	Fiscal Year	Strategic Goal Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvement to the Baseline	Actual Results
1	2009	Effectively Managed U.S. Government Finances	Processes and Activities	Cycle Time	Number of days. Decrease total cycle time days for EP closed cases by .5%	264 days	263 days	
2	2009	Effectively Managed U.S. Government Finances	Processes and Activities	Cycle Time	Number of days. Decrease total cycle time days for EO closed cases by .5%	275 days	274 days	
3	2009	Effectively Managed U.S. Government Finances	Processes and Activities	Cycle Time	Number of days. Decrease total cycle time days for FLSG closed cases by .5%	270 days	269 days	
4	2009	Effectively Managed U.S. Government Finances	Processes and Activities	Cycle Time	Number of days. Decrease total cycle time days for ITG closed cases by .5%	280 days	279 days	
5	2009	Effectively Managed U.S. Government Finances	Processes and Activities	Cycle Time	Number of days. Decrease total cycle time days for TEB closed cases by .5%	260 days	259 days	
6	2009	Effectively Managed U.S. Government Finances	Technology	Data Storage	Percent of electronic cases stored	25%	45%	
7	2009	Effectively Managed U.S. Government Finances	Customer Results	Customer Satisfaction	Percentage of customers satisfied	71.4%	71.9%	
8	2009	Effectively Managed U.S. Government Finances	Mission and Business Results	Taxation Management	Number of EP closed cases in a year	8100 cases	8100 cases	
9	2009	Effectively Managed U.S. Government Finances	Mission and Business Results	Taxation Management	Number of EO closed cases in a year	7600 cases	7600 cases	
10	2009	Effectively Managed U.S. Government	Mission and Business Results	Taxation Management	Number of FSLG closed cases in a year	1800 cases	1800 cases	

		Finances						
11	2009	Effectively Managed U.S. Government Finances	Mission and Business Results	Taxation Management	Number of ITG closed cases in a year	650 cases	650 cases	
12	2009	Effectively Managed U.S. Government Finances	Mission and Business Results	Taxation Management	Number of TEB closed cases in a year	475 cases	475 cases	
13	2010	Effectively Managed U.S. Government Finances	Processes and Activities	Cycle Time	Number of days. Decrease total cycle time days for EO closed cases by .5%	246 days	244 days	
14	2010	Effectively Managed U.S. Government Finances	Processes and Activities	Cycle Time	Number of days. Decrease total cycle time days for EP closed cases by .5%	218 days	217 days	
15	2010	Effectively Managed U.S. Government Finances	Processes and Activities	Cycle Time	Number of days. Decrease total cycle time days for FLSG closed cases by .5%	295 days	294 days	
16	2010	Effectively Managed U.S. Government Finances	Processes and Activities	Cycle Time	Number of days. Decrease total cycle time days for ITG closed cases by .5%	282 days	281 days	
17	2010	Effectively Managed U.S. Government Finances	Processes and Activities	Cycle Time	Number of days. Decrease total cycle time days for TEB closed cases by .5%	277 days	276 days	
18	2010	Effectively Managed U.S. Government Finances	Technology	Data Storage	Percent of electronic cases stored	45%	65%	
19	2010	Effectively Managed U.S. Government Finances	Customer Results	Customer Satisfaction	Percentage of customers satisfied	71.9%	72.8%	
20	2010	Effectively Managed U.S. Government Finances	Mission and Business Results	Taxation Management	Number of EP closed cases in a year	8100 cases	8116 cases	
21	2010	Effectively Managed U.S. Government Finances	Mission and Business Results	Taxation Management	Number of EO closed cases in a year	7600 cases	7617 cases	
22	2010	Effectively Managed	Mission and Business	Taxation Management	Number of FSLG closed cases in a	1800 cases	1805 cases	

		U.S. Government Finances	Results		year			
23	2010	Effectively Managed U.S. Government Finances	Mission and Business Results	Taxation Management	Number of ITG closed cases in a year	650 cases	651 cases	
24	2010	Effectively Managed U.S. Government Finances	Mission and Business Results	Taxation Management	Number of TEB closed cases in a year	475 cases	475 cases	

### Enterprise Architecture

In order to successfully address this area of the business case and capital asset plan you must ensure the investment is included in the agency's EA and Capital Planning and Investment Control (CPIC) process, and is mapped to and supports the FEA. You must also ensure the business case demonstrates the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture?

yes

2. Is this investment included in the agency's EA Transition Strategy?

yes

2.a. If yes, provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment.

Reporting Compliance Case Management System (RCCMS) is a new Major investment that will consolidate/merge the existing Tax Exempt/Government Entities (TE/GE) Reporting and Electronic Examination System (TREES) (015-45-01-14-02-2226-00) and TE/GE Electronic Case Compliance System (TECCS) (015-45-01-12-02-2519-00) non-major investments. Both TREES and TECCS are in the Treasury target enterprise architecture and Treasury transition strategy

3. Is this investment identified in a completed (contains a target architecture) and approved segment architecture?

no

3.a. If yes, provide the six digit code corresponding to the agency segment architecture. The segment architecture codes are maintained by the agency Chief Architect.

180-000

4. Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.whitehouse.gov/omb/egov/>.

Component: Use existing SRM Components or identify as NEW. A NEW component is one not already identified as a service component in the FEA SRM.

Reused Name and UPI: A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

Internal or External Reuse?: Internal reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. External reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

Funding Percentage: Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the funding level transferred to another agency to pay for the service.

Agency Component Name	Agency Component Description	Service Type	Component	Reused Component Name	Reused UPI	Internal or External	Funding %
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							Reuse?	
1	Case Management	Manage the life cycle of an investigation, including creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers	Tracking and Workflow	Case Management	Case Management		No Reuse	75
2	Process Tracking	Allow the monitoring of activities within the business cycle	Tracking and Workflow	Process Tracking	Process Tracking		No Reuse	8
3	Data Exchange	Interfaces with IDRS for external systems to receive submissions and internal systems to receive data for validations and to send data to other internal systems for processing	Data Management	Data Exchange	Data Exchange	015-45-01-11-01-2218-00	Internal	2
4	Outbound Correspondence	Manage internally initiated communication between the IRS and filers	Routing and Scheduling	Outbound Correspondence Management	Outbound Correspondence Management		No Reuse	1
5	Data Mining	Provide for the efficient discovery of non-obvious, valuable patterns and relationships within a large collection of data	Knowledge Discovery	Data Mining	Data Mining		No Reuse	5
6	Ad Hoc	Support the use of dynamic reports on an as needed basis	Reporting	Ad Hoc	Ad Hoc		No Reuse	5
7	Legacy Integration	Interfaces with systems in the legacy architecture	Development and Integration	Legacy Integration	Legacy Integration		No Reuse	2
8	Data Exchange	Interfaces with SAAS for external systems to log audit trails	Data Management	Data Exchange	Data Exchange	015-45-01-13-02-2355-00	Internal	1
9	Data Exchange	Interfaces with RICS-CDA for external systems	Data Management	Data Exchange	Data Exchange	015-45-01-14-02-	Internal	2

		to receive submissions and internal systems to receive data for validations and to send data to other internal systems for processing				2437-00		
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5. To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component: Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications.

Service Specification: In the Service Specification field, Agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

	SRM Component	Service Area	Service Category	Service Standard	Service Specification (i.e., vendor and product name)
1	Ad Hoc	Component Framework	Data Management	Reporting and Analysis	Custom, RCCMS, v2.02
2	Case Management	Component Framework	Business Logic	Platform Dependent Technologies	Custom, RCCMS, v2.02
3	Data Exchange	Component Framework	Data Interchange	Data Exchange	Infragistics.Net 2007 volume 2
4	Data Exchange	Component Framework	Data Interchange	Data Exchange	Tectia, v5.3.4
5	Data Exchange	Service Access and Delivery	Access Channels	Web Browser	Microsoft, Internet Explorer, v6.0
6	Data Exchange	Service Access and Delivery	Service Requirements	Legislative / Compliance	Section 508
7	Data Exchange	Service Access and Delivery	Service Transport	Service Transport	HTTPS v1.1 and SSL v3.0 over IRS LAN
8	Data Exchange	Service Platform and Infrastructure	Support Platforms	Dependent Platform	Microsoft, Windows 2003 & XP
9	Data Exchange	Component Framework	Business Logic	Platform Independent Technologies	Microsoft, .NET framework 2.0, v3.0
10	Data Exchange	Service Platform and Infrastructure	Delivery Servers	Web Servers	Microsoft, Win32, IIS 6.0
11	Data Exchange	Service Platform and Infrastructure	Software Engineering	Integrated Development Environment	Microsoft, Visual Studio .NET 2005
12	Data Exchange	Service Platform and Infrastructure	Software Engineering	Integrated Development Environment	Microsoft, Visual Studio.NET 2005
13	Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Enterprise Server
14	Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	RAM
15	Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	Hard Disk Drive



16	Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	Micro Processor
17	Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	RAID
18	Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	Printer
19	Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	Scanner
20	Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Wide Area Network (WAN)	Treasury Intranet
21	Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Hub
22	Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Switch
23	Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Router
24	Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	ISDN, vT1.602
25	Data Exchange	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Firewall
26	Data Exchange	Component Framework	Security	Certificates / Digital Signatures	SSL, v3.0
27	Data Exchange	Service Access and Delivery	Service Transport	Service Transport	HTTPS, v1.1
28	Data Mining	Service Platform and Infrastructure	Database / Storage	Database	Microsoft, SQL Server 2005
29	Legacy Integration	Service Interface and Integration	Interoperability	Data Types / Validation	XML Schema
30	Outbound Correspondence Management	Service Access and Delivery	Access Channels	Collaboration / Communications	Email, SMTP, RFC2821
31	Process Tracking	Component Framework	Business Logic	Platform Independent Technologies	Custom, RCCMS, v2.02

6. Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)?

no

## PART TWO

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### RISK

You should perform a risk assessment during the early planning and initial concept phase of the investment's life-cycle, develop a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

Answer the following questions to describe how you are managing investment risks.

1. Does the investment have a Risk Management Plan?

yes

1.a. If yes, what is the date of the plan?

2008-08-12

1.b. Has the Risk Management Plan been significantly changed since last year's submission to OMB?

no

1.c. If yes, describe any significant changes:

This is the first submission to OMB. RCCMS was initially approved by the IRS Reporting Compliance Executive Steering Committee on 4/16/2008. The RCCMS risk management plan was initially approved by the RCCMS Project Manager on 5/20/2008 and the risk register was updated on 07/22/2008.

3. Briefly describe how investment risks are reflected in the life cycle cost estimate and investment schedule:

The estimated costs within the program are adjusted to account for the levels of risk and mitigation that may cause future variances from the estimated cost and quantities. A comprehensive risk management plan and matrix are maintained to identify factors that reduce confidence levels in the estimated cost and schedule. Where confidence levels are low, a percentage risk adjustment is used to increase confidence in the assumptions. For known risks where the impacts and probability of occurrences are high and the cost of mitigation is known, a "most likely" cost adjustment is made (median cost between best and worst case scenarios). The schedule was developed in the same manner by applying slack to activities that are of higher risk to the program.

### **COST & SCHEDULE**

1. Does the earned value management system meet the criteria in ANSI/EIA Standard 748?

yes

2. Is the CV% or SV% greater than  $\hat{A} \pm 10\%$ ?

yes

2.a. If yes, was it the?

SV

2.b. If yes, explain the variance.

Reporting Compliance Case Management System did not receive FY2009 Development Modernization and Enhancement (DME) funding. All DME activities were postponed on RCCMS as the decisions by the IRS executive on reprioritization of the FY2009, FY2010, and FY2011 development investments is made in early February and March 2009.

2.c. If yes, what corrective actions are being taken?

The development contractor staff is being reduced to match the reduced funding levels due to the delay in DME activities. The Contractor to Federal program was accelerated and contractor staff were converted from contractors to government staff in January 2009. This ensures that valuable program knowledge and skills were retained by the program to support the ongoing operations and maintenance activities. Additional contractors will be phased off the project to match the reduction in funding and provide an orderly transfer to steady state operations.

3. Has the investment re-baselined during the past fiscal year?

no